# QUALITY MANAGEMENT POLICY

The Vertikote Group has carefully developed its operational processes to ensure all work completed achieves the highest standard of quality – all the time. We are committed to meeting and exceeding our Customers expectations by providing a high level of service commensurate with our experience and technical capabilities.

All Vertikote people are accountable for delivering consistent quality in accordance with industry best practice outcomes.

Vertikote is focused to deliver 100% quality performance through:-

- Committed leadership and management support;
- Compliance with relevant Australian Standards and industry best practices;
- Implementation of rigorous process and quality control systems with performance outcome measures;
- Liaising with technical and product experts to continuously improve on the specifications and performance of products and services.
- Maintaining all plant and equipment to manufacturers specifications;
- Working closely with our Customers to understand their expectations;
- Incorporating goals for quality performance into strategic and operational plans;
- Training and supervision of our technicians to meet designated skill levels;
- Empowering people to take responsibility for quality issues and outcomes;

Vertikote, its people, its customers and their families depend on everyone being committed to the success of this policy.

**P. FALLAS**
**Managing Director.**

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